Shared Services Fast Facts

Shared Services, formerly Business Support Services (BSS), was established in the mid-1990s when the City of Charlotte consolidated departments into 14 departments. Shared Services has five divisions: Administration, Equipment Management Division (EMD), Information Technology (IT), Procurement Services Division (PSD) and Resource Management Division (RMD).

BUDGET
$24.6 million

NUMBER OF EMPLOYEES
254

CUSTOMER SERVICE INFORMATION

NUMBER OF CUSTOMERS
Shared Services is responsible for providing many of the corporately shared services and much of the service infrastructure necessary for the success of the city. Shared Services is a corporate-wide provider of equipment and fleet maintenance, information technology and public safety communication services and procurement. In addition to City of Charlotte and Mecklenburg County, Shared Services serves other municipal, county, state and federal government agencies.

PROGRAMS FOR CUSTOMERS
EMD is in the second year of the Oil Analysis Program. Through this program, intervals between oil changes are extended for certain vehicles, resulting in decreased downtime for our customers and a positive impact on the environment by reducing fuel consumption.

IT has implemented the Virtual Desktop Infrastructure (VDI) Program throughout the City. VDI is the practice of hosting a desktop operating system and applications within a virtual desktop running on a centralized server.
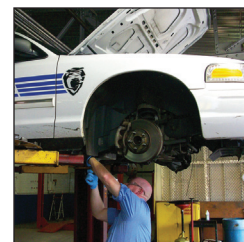
IT also provides telephony and virtualized application support for the City's 311 call center for citizen services. In addition, IT manages the desktop environment for the center as well as oversees changes to various City departments to ensure continuous data services.

IT provides the public safety radio network system for more than 13,000 users in the Charlotte region. IT maintains system availability for public safety responders and regular public service activities ranging from police and fire to street maintenance, utilities and solid waste service communications.

PSD manages the disposal of used, seized and surplus property for the City, Mecklenburg County, Charlotte-Mecklenburg Schools, Charlotte Housing Authority, and other entities through their Asset Recovery & Disposal (ARD) program.

PSD continues to provide leadership on the City's environmental initiatives by benchmarking environmental purchasing and increasing green purchasing opportunities and benefits.

PSD established the Charlotte Cooperative Purchasing Alliance (CCPA), a cooperative purchasing program designed to provide for the advancement of public procurement solutions that are compliant, competitive, and collaborative. The CCPA allows public agencies locally, regionally and even nationally to use competitively solicited contracts awarded by the City.

Corporate Communications & Marketing
600 East Fourth Street
Charlotte, NC 28202
704-336-2396

www.charlotteNC.gov

CHARLOTTE

ONLINE ENHANCEMENTS FOR CUSTOMERS OR OTHER CONVENIENCES

IT manages an external vendor registration site for those wanting to do business with the City.

PSD utilizes electronic auctions to reach a broader audience and increase the overall gross sales derived from surplus property.

Shared Services combined the services of ARD and Fleet Commission-Decommission into a single operation which streamlines the core services, offers customers a more convenient one-stop location for all services and will results in additional efficiencies and cost avoidance to the City.

EMD utilizes FASTER software which enables customers to gain information about their vehicle's repair history through the CNet portal.

SERVICES DELIVERED

EMD: Provides fleet preventative maintenance, analysis and repair services to internal and external customers with a focus achieving the peak operating efficiency at the lowest cost.

IT: Provides services including planning, design and implementation of the City's Information Technology infrastructure in support of the enterprise architecture; management of the corporate computing environment; telecommunications technology; radio communications systems; and application and database services.

PSD: Provides services to City and County departments for the acquisition of goods, services and technology, facilitates cost savings through identifying and pursuing opportunities for consolidating volume expenditures and supports used, seized and surplus property disposal.

RMD & Administration: Provides centralized support throughout Shared Services through administrative, communications, business analysis, human resources and financial services. Shared Services/Resource Management also manages city-wide telecom services contracts, accounts and billing.

AWARDS AND RECOGNITION

Shared Services Recognized for Purchasing Excellence – The Procurement Services Division of Shared Services has been awarded the Sustained Professional Purchasing Award for the 11th consecutive year. This award is presented annually by the Carolinas Association of Governmental Purchasing (CAGP) and recognizes agencies in North and South Carolina who have demonstrated EMD continues to retain highly skilled technicians, many of which hold Automotive Service Excellence (ASE) certifications.

As part of the IT Service Management focus, many of the technology staff have successfully completed training to obtain their **Information Technology Infrastructure Library** (ITIL) certification.

IT successfully constructed and brought on-line the new **911 Backup and Public Safety Communications Center**. This project represents the first wired public safety communications network for City of Charlotte.

The Public Safety Radio Network, managed by IT/Communication Services, continues to be recognized as one of the very best in the country.